
LIBRARY-EXTENSION SERVICES

PROGRAM DESCRIPTION

The Extension Services Division of the Library provides library services through four large branch libraries (Stanford L. Warren, North Durham, Parkwood, and Southwest), a small branch library (Bragtown), and mobile and outreach services (McDougald Terrace and Salvation Army Boys & Girls Club, Bookmobile, and Older Adult and Shut-In Services). Library services include book and book-tape circulation, reference and reader's advisory assistance, children's and adult programs, public access to the Internet, reading incentive programs for children, direct service to day care centers and preschools. Public meeting rooms are available at the large branches.

2002-03 ACCOMPLISHMENTS

- Offered a minimum of ten (10) children's programs a month in the full service branches, five (5) per month in the small branches and outreach stations, and twenty-five (25) per month in the bookmobile.
- Maintained standards for workload/staffing ratios at public service desks to keep the average waiting time for service at three (3) minutes or less.
- Provided service excellence through in-house training and mandatory training required by the County.
- Began implementing the plan for overall library service in the Durham community.
- Assessed exiting collection and reduced collection to conform to system-wide as well as branch collection development policy.
- Continued our relationship with District Police personnel and the Durham community.
- Maintained and promoted service to the Hispanic community with four (4) Bookmobile stops with the continuation of the Hispanic Outreach Coordinator
- Increased library card registration among Hispanic residents by 500% due to efforts of the Hispanic Outreach Coordinator.
- Instituted Spanish language classes for library staff.
- Collaborated with others agencies to promote reading, literacy and equitable access to library information.
- Continued security for the Stanford L. Warren branch.

2003-04 OBJECTIVES

- Continue implementation of the CIP plan for the North and East Regional facilities along with the renovation of the Stanford L. Warren Library.
- Develop an outreach plan.
- Evaluate Bookmobile and OASIS services to develop an outreach plan.
- Conduct a minimum of two (2) Spanish classes (beginner and intermediate) for staff.
- Expand outreach to the Hispanic community through services at two (2) additional branches.
- Work to increase partnership with Durham Public Schools.
- Offer a minimum of ten (10) children's programs a month in the full service branches, five (5) per month in the small branches and outreach stations, and twenty-five (25) per month on the bookmobile.
- Maintain standards for workload/staffing ratios at public service desks to keep average waiting time for service at no more than (3) minutes.
- Continue our relationship with the District Police personnel and the community.
- Maintain and promote service to the Hispanic community through the Bookmobile and continuation of Hispanic Outreach Coordinator.
- Collaborate with other agencies to promote reading, literacy and equitable access to information.
- Provide continued security for the Stanford L. Warren branch.